Issue: Employee receives error message at timeclock when attempting to swipe the badge.

Steps to try before submitting a HelpDesk ticket:
1st: Press the appropriate button on the timeclock first (could be "Punch In/Out"; "Job Transfer", etc.) and then swipe the badge.
      Green light – swipe accepted and a new image shows on the display.
      Red light – swipe not accepted, please move to the next step.

2nd: Take the badge out of the holder and repeat step #1.
      Green light - If the badge was in the same holder as the Centegix card, or any other specialty holder, the badges will either need to be separated or at least place about 6 business cards between them to assist with minimizing the interference.
      Red light – swipe not accepted, please submit a HelpDesk ticket (support@ecsd.zendesk.com).

When submitting a HelpDesk ticket, include this information:
1) Employee's first/last name.
2) The 5 digit badge number (found on the back of the employee badge). Really old badges will have 6digits with the first digit being a "0"-ignore the zero.
3) Whether the employee is new to the location (recently hired/transferred to the site) or if the employee had lost/found their badge.
4) Confirmation that the steps mentioned previously had been attempted.

What will happen once the HelpDesk ticket is submitted and forwarded to Kronos support:
1) Badge number will be verified in Kronos and Skyward.
    a. If a discrepancy, information will be updated.
    b. If there is no discrepancy, likely a new badge will be issued (sometimes it's just a malfunction), or more dialogue will occur to further troubleshoot.
2) Response will be provided on the HelpDesk ticket to update the parties.
    a. In the event information has to be updated in Skyward/Kronos or a new badge is issued, this is an overnight process before the timeclock can be used with a badge.

Alternative option while information is being updated:
At all times, the employee can log in via the link on the District website using the SSO credentials.